Number Portability
Ordering Process Specification
With RunMyProcess

June 2017

v.5

Contents

1   Scope

This document specifies the ordering procedure between Operators for number portability. This document applies to porting between all types of Operator, fixed, mobile and VoIP. It does not, however, apply to porting to a fixed service that uses local loop unbundling.

This procedure applies to:

- Porting from the Block Operator to another Operator;
- Porting from another Operator to the Block Operator;
- Porting between Operators that are not the Block Operator; and
- Return of ported numbers after cancellation of the voice service that used them.

This document specifies those aspects of the number portability ordering process that either:

- Involve exchanges between the Operators; or
- Involve actions by one Operator that have to be trusted by another Operator, for example the customer order validation process.

This document does not specify all the details of the internal procedures and processing that each Operator will need to undertake to support the required functionality[1].

This document assumes that the inter-operator porting process is handled by RunMyProcess (RMP).

The document has been written in terms of Operators where the Operator is assumed to be both service provider and network operator.

Because this document applies to fixed, mobile and VoIP operators some of the requirements and statements will not be relevant in a given context, e.g. references to "SMS", "pre-pay" and "handset" apply only to mobile operators. The reader should ignore statements that are not relevant to the intended context.

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[1] Some parts of this specification are written at a functional level, for example the actions to be undertaken by one Operator and trusted by the other Operator, whilst others such as the exchange of messages are written at a detailed technical level to ensure compatibility between the Operators.

2   Definitions and Message Descriptions

Block Operator: the sectoral provider to which a range or block of numbers has been allocated.

Donor Operator: the sectoral provider to whose network the fixed or mobile number belongs at the time the Subscriber makes a request for porting.

Recipient Operator: the sectoral provider who will be providing the fixed or mobile telecommunication service to the Subscriber after porting.

Subscriber: the natural person or legal entity as defined in the ECA.

Business day: Monday to Friday excluding public holidays.

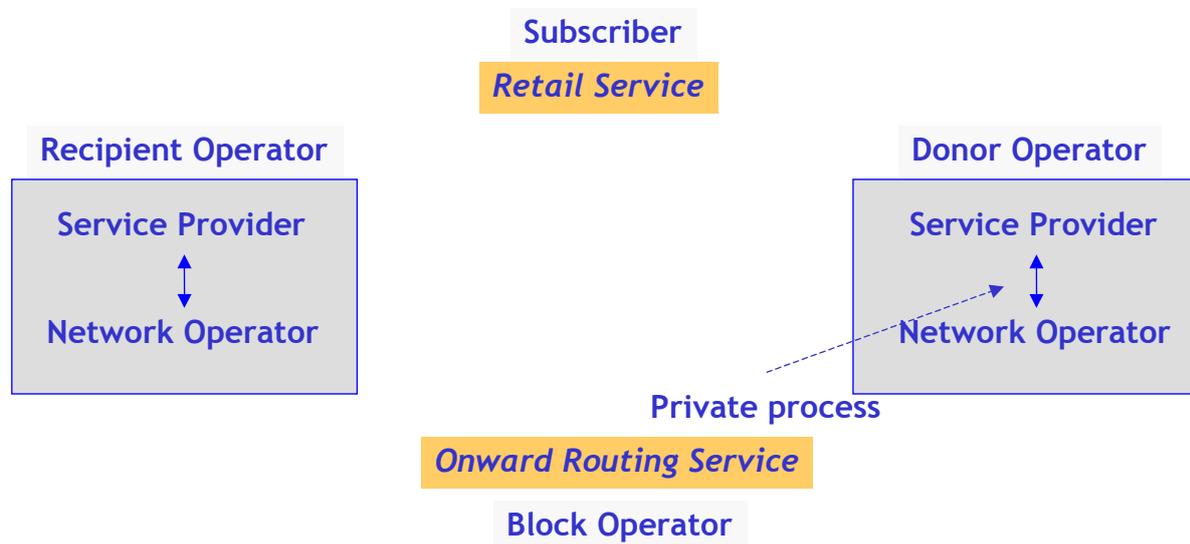Figure 1 shows the relationship of these terms.

Figure 1: Terminology

Description of the main messages used:

Authorisation Request message is the initial message sent by the Recipient Operator to the Donor Operator that initiates the porting request.

Authorisation Response message is sent by the Donor Operator to the Recipient Operator once the Donor Operator has performed the authorisation checks The Authorisation Response message indicates whether or not the Donor Operator will permit the number to be ported.

Instruction message is sent by the Recipient Operator to the Donor Operator. The Recipient Operator activates the customer number on their network and sends the Instruction to the Donor Operator instructing them to deactivate the number on its network and apply onward routing for any incoming calls.

Finalisation message is sent by the Donor Operator to confirm that the customer number has been deactivated from their network and the porting operation is completed.

3   Abbreviations

ACQ   All Call Query
CLI   Calling Line Identity
ID   Driving licence or passport number or equivalent
MMS   Multimedia Messaging Service
PN   Portable Number (ie the telephone number being ported)
RMP   RunMyProcess
SIM   Subscriber Identity Module
SMS   Short Message Service

4   Overview

In number portability, the Subscriber:

- opens an account with the new (Recipient) Operator but using an existing number that they are already using with the old (Donor) Operator;

- requests and authorises the new Operator to close their service[2] with the old Operator; and

- requests the Operators to change their routing arrangements so that calls will be routed to the new Operator.

The total duration of the porting process is not more than one or two business days including all stages unless either the Subscriber or Recipient Operator wishes the process to take longer.

The design of this porting process is asynchronous and sequential; a sequence of actions is specified with each action starting only after completion of the previous action.

The design limits the state information on the process that needs to be held by the Operators and so minimises the problems of re-establishing the process after some unforeseen disruption. If problems occur then the porting transaction is failed, the Operators should cooperate to resolve the problem or the Subscriber should take the necessary actions to resolve the problem and then a new porting transaction should be started.

The process allows for a number to be ported to both a new account and to an account that is already active with a number allocated by the Recipient Operator.

The procedure applies for both pre-pay and post-pay.

The "front end" of the procedure involving the Recipient Operator and the customer is specified only where it is essential to ensure that the whole procedure works reliably. The parts that are unspecified allow scope for an individual Operator to develop its own specific procedures.

Figure 2 gives and overview of the roles.

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[2] The administrative closure of the account may be at the end of the month when the service was closed and the number ported.
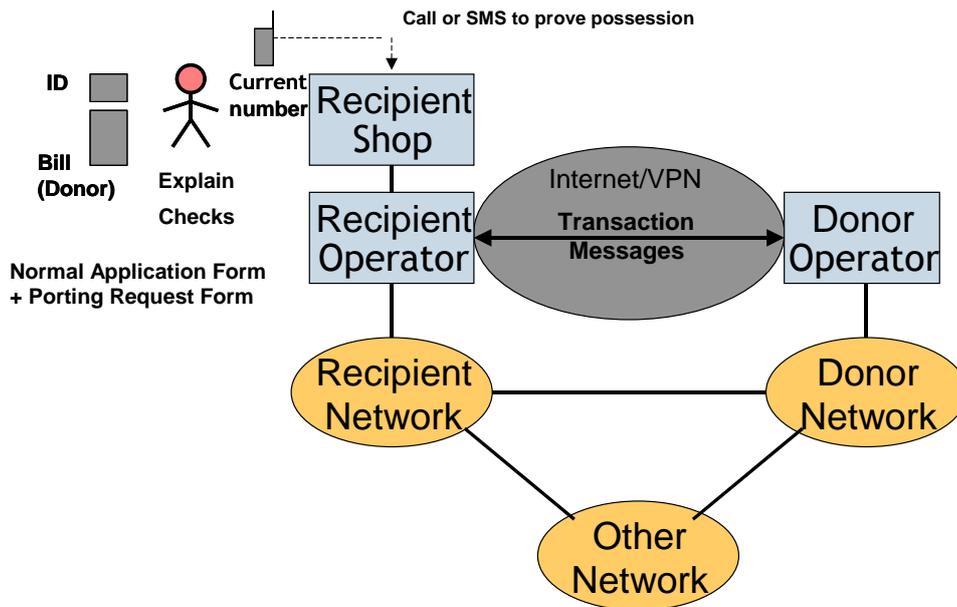
Figure 2: Overview of the roles

The customer requests a new account with number portability from the Recipient Operator or their retailer.

The customer is given information about porting and their identity is checked and the necessary information (different for pre-pay and post-pay) is collected.

Additional credit checks etc may be performed according to the Recipient Operator's own practices.

The customer signs the Porting Request Form as the legal instrument appointing the Recipient Operator as their agent to close their service with the Donor Operator. If the customer has more than just a telephone service on the line associated with the number then the customer and the Recipient Operator should ensure that clear instructions are given to the Donor Operator via the Porting Request Form about whether or not the other services should be closed.

The Recipient Operator requests the Subscriber to call (or send an SMS to) the Recipient Operator from the number to be ported using the account with the Donor Operator so that the Recipient Operator can check that the CLI of the call is the number to be ported.

The Recipient Operator sends the Authorisation Request to the Donor Operator.

The Donor Operator performs the authorisation checks and sends the Authorisation Response indicating whether or not the number can be ported.

If the Donor Operator fails the request then the problem must be resolved and the procedure started again from the beginning.

The Recipient Operator then activates the ported number on its network and sends the Instruction to the Donor Operator. The Donor Operator deactivates the number on its network and applies onward routing for any incoming calls that are received without a prefix. See later for full details.
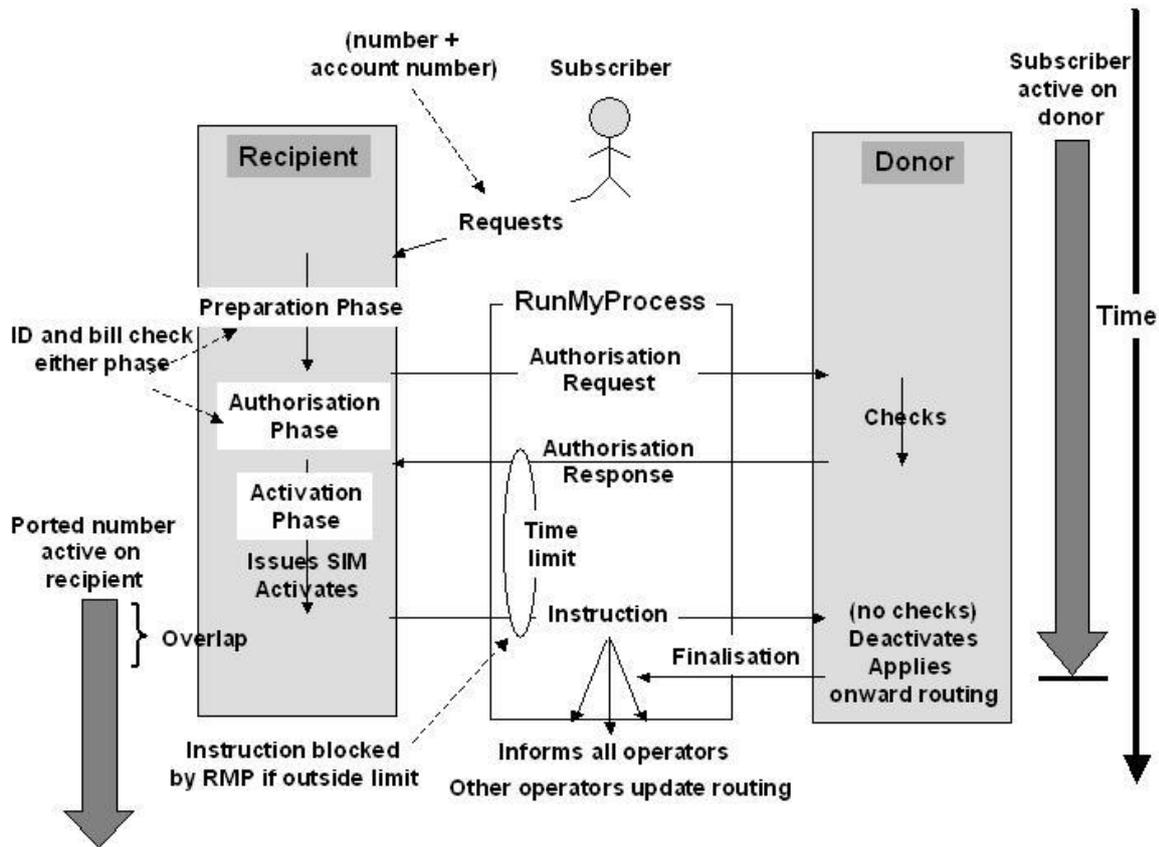
Figure 3 shows the process.

Figure 3: Overview of the process

NOTE: In order to prevent the possibility of call loops, the account must be activated and routing to the ported number enabled on the recipient network before the donor applies onward routing.

All Operators are required to use the RunMyProcess for inter-operator communications. This may be used via a manual web interface or automatically via a webservice.

5   Subscriber Issues

5.1   Subscriber Handling

The Operators shall provide a one-stop shop for retail services so that the Subscriber can order their new services from the Recipient Operator.

The procedure is designed to allow considerable flexibility over the retailing of services and to minimise the tasks that have to be carried out by retailers. The procedure allows all actions to be carried out in one visit to an appropriately equipped retailer.

In the case of mobile services, to remove the need for two visits to a shop, mobile operators may use the following arrangements:

- The subscriber requests portability from the Recipient Operator by telephone from the number to be ported;
- The CLI of the call is checked to match the number to be ported;
- The account number is given if the account is post-pay;

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- The Recipient Operator sends the Authorisation Request and contacts the Subscriber as soon as a positive Authorisation Response is received and invites the subscriber to come to the shop within the 5-day validity of the Authorisation Response;
- The Subscriber visits the Recipient Operator's shop, presents their bill (post-pay only), passes the ID check, passes any credit checks and is then given a SIM and if appropriate a new handset.

Annex 1 contains a standard request form to be used by Subscribers when requesting portability.

Telephone or SMS messages may be used to update the Subscriber about the progress of the porting and to advise them to contact the recipient if any problem is encountered.

5.2 Account Classification

For the purpose of the number portability process, accounts are classified as follows:

- Pre-pay (both single line and multi-line, registered and unregistered[3], held by a natural person or an entity other than a natural person);

- Post-pay (both single line and multi-line) account held by a natural person; and

- Post-pay (both single line and multi-line) account held by an entity other than a natural person.

5.3 Validation

Validation is the process by which the Recipient Operator and the Donor Operator check that the Subscriber is entitled to portability. The validation procedures differ for different types of account and Subscriber circumstances. The process of validation may be combined with the process of Subscriber checking (including any identity checks required by law and any credit checks) that an Operator would carry out for all Subscribers irrespective of whether they request number portability.

The following are the main elements of the validation checking:

- Recording the identity of the person requesting portability - the identity is recorded and the information stored for a period of at least six months as a deterrent to fraudulent requests;

- Checking possession of the number to be ported - possession is checked by the Recipient receiving a call or SMS from the Subscriber and checking that the CLI is the number to be ported; and

- Checking the link between the identity of the Subscriber requesting porting and the holder of the account (post-pay only).

5.4 Timing

An Operator may sell services at any time and take orders for number portability as part of the sale.

Timing requirements are organised to allow batch operation.

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[3] There are still some historical unregistered accounts.

When the Donor Operator receives an Authorisation Request before 9-30 am, it must respond by sending the Authorisation Response before 12-30 pm. If the Authorisation Request is received after 9-30 am the deadline for the response is 12-30 pm the next business day. The Recipient Operator can then send the Instruction immediately or wait for up to 5 business days to allow new SIMs to be issued or lines to be installed etc. If the Recipient Operator sends the Instruction before 4-00 pm, the porting must be completed by 5-00 pm.

This means that:

- If the Recipient and Donor Operators have automated their processes, portings can be almost instantaneous as there is no minimum time limit.

- A Subscriber who wishes to have a porting carried out as soon as possible is guaranteed that the porting will take no more than one business day.

- Orders taken in the evening can be completed on the next business day.

- Subscribers or Recipient Operators can delay the process to suit their own convenience by up to 5 business days after which a new porting process must be started.

The time limits for messages are for "correct" operation.

6   Responsibilities of the Recipient Operator when a Request for Number Portability is Received from the Subscriber

6.1   Requirements

R1: The Recipient Operator or their agent shall advise Subscribers who are requesting number portability that:

- porting will be refused if the Subscriber gives incorrect information or if post-pay Subscribers have a bill with the Donor Operator that is still unpaid after the due date printed on the bill;

- any incoming messages or SMSs that have not been retrieved or delivered are likely to be lost;

- any fax and data numbers associated with the number to be ported will not also be ported, and if the account or service is closed these numbers will cease to work (mobile only);

- in the case of fixed services where the Subscriber has a DSL service from the Donor Operator, the Subscriber must indicate whether they want this service to continue or cease when the voice service with the Donor Operator ceases;

- in the case of fixed services where the Subscriber has other services on the same account with the Donor Operator, the Subscriber must indicate whether they want the other services to continue or cease when the voice service with the Donor Operator ceases (the Porting Request Form provides some scope to do this but the Subscriber should also give an accompanying letter to the Recipient Operator to forward to the Donor Operator if needed to explain what is wanted if the situation is complex);

- the Subscriber will have to set up the details of their account with the Recipient Operator as no details or arrangements will be passed across from the Donor Operator to the Recipient Operator;

- in the case of pre-pay Subscribers any outstanding credit with the Donor Operator relating to the number to be ported will be lost;

- it is unable to support the MMS Service, if this is the case;

- their current handset may be locked to the Donor Operator and need either to be unlocked or replaced;

- in the case of post-pay Subscribers, the Subscriber remains liable to pay any outstanding sums to the Donor Operator. If the Subscriber ports their number before a minimum term contract has expired they will have to pay any early contract termination charges and this may be equal to the number of remaining months of their contract, times the monthly subscription rate; and

- once the Recipient Operator has sent the Instruction message the Subscriber may not cancel the process.

R2: The Recipient Operator or their agent shall obtain ID information from the Subscriber (see definitions).

R3: The Recipient Operator or their agent shall ask the Subscriber if their account with the Donor Operator is pre-pay or post-pay.

R4: If the account is post-pay, the Recipient Operator or their agent shall ask the Subscriber to present them with a bill for the number to be ported not more than 3 months old, or a print out of their Subscriber details from the Internet.

- If the account is personal or if it is non-personal but bears the name of the authorised signatory for the Subscriber organisation then the Recipient Operator shall check the identity information of the person requesting porting against the information about the authorised signatory on the bill or the Donor Operator website. If there is a reasonable match then the process may proceed, but if not then the Recipient Operator or their agent shall advise the Subscriber to contact the Donor Operator to correct the information, obtain a corrected bill or print out and then request number portability. (Note: the Recipient Operator should accept a marriage certificate or other legal documentation as evidence of a change of name and accept the match of identity information with one name and account information with another name provided that the names are linked by appropriate legal documentation.)

- If the account is non-personal and does not bear the name of the authorised signatory for the Subscriber, then the Recipient Operator shall require the porting form to be signed by an appropriate legal representative of the organisation and shall check the identity of the representative and documentation proving that they are the legal representative.

NOTES:

- The Subscriber may still proceed to take a new account with the Recipient Operator but without number portability until this check has been passed.

- The retailer may check the account on the Internet if the Subscriber has access to their account on-line with the Donor Operator in the presence of the retailer and the retailer prints off the information showing the account holder's name.

R5: The Recipient Operator or their agent shall require the Subscriber to sign a standard porting form to appoint the Recipient Operator as their agent to close their service with the Donor Operator and to port the number.

R6: The Recipient Operator shall retain copies of:

- the signed porting request form;
- all identity information used;
- any evidence of the legal representative of a non-personal Subscriber;
- in the case of post-pay, the bill or printed off account information; and
- a record of the person who made the identity check and the time and date when it was made,

for at least six months. Retailers should forward this information to the Operator for retention.

Annex 1 contains a standard porting form to be used by Subscribers when requesting number portability. The porting form includes explicit acceptance of the warnings and advice outlined above.

R7: When all the above requirements have been met, the Recipient Operator shall send the Authorisation Request to the Donor Operator.

In general:
- Signatures should be made in front of either the retailer or the Recipient Operator;

- A signature may be given by an authorised representative under a Power of Attorney provided that the Recipient Operator checks the Power of Attorney and the identity of the person signing under the Power of Attorney through checking their identity;

- For non-residents, a passport number shall be used; and

- Where a Subscriber loses a SIM or has it stolen, they must obtain a replacement SIM from the Donor Operator before they may port their number so that they can complete the possession of number check.

Where a block of numbers is being ported, the number used for the CLI check should be specified in the Authorisation Request.

R8: When a number is ported onto an active account, any number that is replaced shall be released and returned to the pool of numbers after the Operator's normal quarantine period may be re-used for other Subscribers.

6.2   Other Considerations

Many Subscribers have complex contractual agreements with their network operator involving benefits and a minimum period of contract. Subscribers may be uncertain of the details of these agreements such as the termination date of the contract and the penalty payable for early termination. Subscribers may be advised to call the Donor Operator to find out about early termination penalties before they sign the Porting Request Form.

If a Recipient Operator wishes to pay an early termination penalty to the Donor Operator on behalf of a porting Subscriber with the Subscriber's consent, the Donor Operator shall accept such payment.

Donor Operators are not allowed to refuse to port a number because the Subscriber has not yet paid any early termination penalty that may be owing to the Donor Operator.

The Subscriber may not cancel porting by contacting the Donor Operator but they may cancel it by contacting the Recipient Operator.

After receipt of an Authorisation Request message, the Donor Operator shall not contact the Subscriber to make special offers to retain the Subscriber for a period of 30 days - this is known as win-back.

In the case of passports, driving licences and Senior IDs, original documents have to be shown and checked. In the case of accounts and other documents, copies and printouts can be accepted.

6.3 Multiple Number Portings

It shall be possible to port multiple post-pay (not pre-pay) numbers as a single transaction provided that the numbers are all under the same account with the Donor Operator. The number to be used for possession of number check shall be one of the numbers to be ported – a check is not needed for all the numbers. The numbers to be ported need not be a contiguous block.

Multiple pre-pay portings are not allowed as there is no bill with a list of the numbers that can be used to link the numbers together. Hence all the numbers except the one used for the possession of number check would have no checks at all and could be anyone's number. Therefore, a possession of number check must be completed for each pre-pay number and this can be ensured at present only by porting each pre-pay number as a separate transaction. A single Porting Request Form listing the numbers may be used by the Recipient Operator.

If a large list of numbers is to be ported then the recipient may wish to stagger the portings and port subsets of the list on different days to make the activation of new accounts and organisation within the customer easier. In the case of business mobile accounts, account managers should ensure that numbers are not ported when the user is roaming and has not yet been given the SIM with the Recipient Operator otherwise their roaming service will cease.

6.4 Summary of information sent by the Recipient Operator to the Donor Operator

The following table summarises the additional information to be sent by the Recipient Operator to the Donor Operator for the different cases.

Account type	Pre-pay	Post-pay personal	Post-pay non-personal
Information	- Porting request number - An indication that the account is pre-pay - Confirmation that identity information has been checked and retained - Confirmation that the possession of number check has been completed satisfactorily	- Porting request number - An indication that the account is post-pay - The account number - Confirmation that identity information has been checked and retained that matches the account information. - Confirmation that the possession of number check has been completed	- Porting request number - An indication that the account is post-pay - The account number - Confirmation that identity information has been checked and retained that matches the account information or that the person is an authorised legal representative. - Confirmation that

		satisfactorily	the possession of number check has been completed satisfactorily

7 Actions by the Donor on Receiving an Authorisation Request

7.1 Introduction

The provisions of this section apply separately for each transaction.

7.2 Requirements

The following requirements apply on receipt of an Authorisation Request.

The Donor Operator shall authorise the porting unless one or more of the requirements R9-R16 (see below) have been failed. Where a block of numbers is being ported and a refusal reason relates to a specific number then the Donor Operator shall indicate which number the refusal reason relates to.

The Donor Operator may omit any checks that it wishes.

All checks shall be performed and all refusal reasons shall be given, i.e. the Donor Operator shall not send the Authorisation Response after it has encountered one reason for refusal but before it has completed all the checks.

R9: The Donor Operator shall handle all Authorisation Requests in the order in which they were received.

R10: The Donor Operator shall check that the number to be ported is active on its network.

R11: The Donor Operator shall check that the number to be ported is not a number for which the account is blocked as stolen or lost.

R12: The Donor Operator shall check that the account classification matches its records (i.e. prepay or post-pay).

R13: The Donor Operator shall check that the account number is correct.

R14: The Donor Operator shall check that, in the case of post-pay, the Subscriber does not have a bill for the number to be ported that has not been paid by its due payment dates and is still unpaid.

R15: The Donor Operator shall check that the Subscriber is not already subject to suspension of any service for the number in question for reasons unrelated to payment.

R16: The Donor Operator shall send an Authorisation Response message to the Recipient Operator by 12-30 pm if the Authorisation Request was received before 9-30 am either authorising or refusing the porting.

If the Authorisation Response is not sent by 12-30 pm then it shall be sent as soon as possible.

8 Activation by the Recipient Operator

The following applies separately for each transaction.

Where a multi-line account is being ported as multiple separate transactions for each number, activation applies separately to each transaction and so to each number for which porting is requested. Consequently, some numbers on the account may continue with the porting but others may not if they have been refused.

Where a multi-line account is being ported as a single transaction the porting shall continue only if no refusal reason has been given in the Authorisation Response. If a subset of the set of numbers to be ported has been refused then the porting shall not continue even for the numbers for which no refusal has been given. The Recipient Operator may subsequently request a separate new porting transaction for the numbers for which no refusal has been given.

If the porting has been accepted, the Recipient Operator shall:
- activate the ported number(s) on its network,
- update its routing for calls to the number,
- and send the Instruction message to the Donor Operator.

Normally where the Authorisation Response has been received by 12-30 pm, the Recipient Operator shall send the Instruction by 4-00 pm.

If:
- the Recipient Operator is unable to send the Instruction within the expected timescale, or
- the subscriber requests a short delay,

the Recipient Operator may send the Instruction at any time up to 4-00 pm on the fifth business day after the business day when the Authorisation Response was received by 9-30 am. If the Recipient Operator does not send the Instruction by this deadline then the Recipient Operator shall deactivate the ported number. The Recipient Operator may restart the porting process, if appropriate.

If the Authorisation Request has been refused, the Recipient Operator may consult the Subscriber to resolve the problem and may submit a revised Authorisation Request. After two refusals for the same number the Recipient Operator shall not submit further requests until it has resolved the problem with the Donor Operator.

At this stage:
- originating calls can be made using the account on the Recipient's network (eg in the case of mobile using the SIM provided by the Recipient Operator, and in the case of fixed using the line or access provided by the Recipient Operator);
- calls originating from subscribers on the Recipient Operator will be received via the Recipient's network and access; and
- the Subscriber still has full service on the Donor Operator's network and so calls from other Operators will be received via the Donor Operator's network and access.

9 Actions by the RMP System on Receiving an Instruction Message

The RMP system will not accept Instructions sent more than 5 working days after the Authorisation Response was sent. If this deadline passes the porting must be restarted from scratch.

At the point in time when the RMP system accepts the Instruction, the porting becomes irreversible, but is not completed until the Finalisation message is received by the RMP system.

The RMP system will add the ported number to the list of ported numbers which is available to other Operators so that they can do ACQ routing to that number. The RMP system will send an email to inform all Operators about another porting.

10 Actions by the Donor Operator on Receiving an Instruction Message

The following requirements apply on receipt of an Instruction. They apply separately for each number for which porting is instructed.

R17: The Donor Operator shall perform the following actions:

- deactivate the number on its network;

- close any mailboxes with the loss of any messages stored in them and any other services attached to the ported number;

- update its routing tables meaning that calls originating from Subscribers on the Donor Operator's network and from other Operators using the Donor for indirect routing are routed to the Recipient Operator; and

- send a Finalisation message to the RMP system.

Where the Instruction was received by 4-00 pm, these actions shall be completed by 5-00 pm.

If the Finalisation message is not sent by 5-00 pm in response to an Instruction received by 4-00 pm then it shall be sent as soon as possible.

11 Subsequent Portings

11.1 Portings back to the Block Operator

Where the Subscriber requests porting back to the Block Operator (i.e. where the Recipient Operator is the Block Operator), the porting procedure specified above shall apply with the following exceptions:

- The Donor Operator shall not apply onward routing;

- The Donor Operator shall remove the number from the list of ported numbers; and

- The Recipient (Block) Operator shall remove any onward routing applied to support previous portings.

11.2 Portings where neither Donor Operator nor Recipient Operator is the Block Operator

Where the Subscriber requests porting where neither Donor Operator nor Recipient Operator is the Block Operator, the porting procedure specified above shall apply with the following exceptions:

- The Donor Operator shall not apply onward routing.

- The Recipient Operator shall send an update onward routing request message to the Block Operator to ask it to update its onward routing to point to the new Recipient Operator. The Block Operator shall confirm the update with an update onward routing response message. If an update is refused the Operators should call each other to resolve the issue.

12   Termination of Service

Each Recipient Operator shall inform the Block Operator within 12 months after the provision of service ceases on the ported number so that onward routing can be ceased.

If, before informing the Block Operator, the former Recipient Operator receives a request from the same Subscriber to re-activate the account and the number, then the Recipient Operator may re-activate it.

An Operator shall not allocate a number that is not from a block of numbers allocated to it by the relevant regulator, i.e. they may not re-allocate a number that they have ported in by one Subscriber and that has been ceased to a different Subscriber.

On receipt of termination information, the Block Operator concerned shall apply its normal quarantine rules before re-allocating the number.

13   Guidance on Specific Issues

13.1 Cooperation and Communication between the Operators

Cooperation and communication between the Operators is to be encouraged and may take place:
- By telephone or email;

- Through meetings; or

- Through the use of the message boxes on the Porting Request Form, which results in the RMP system holding a permanent record of the messages sent.

13.2 Timing of the Porting and Special Requests from Customers

Customers may ask the Recipient Operator to arrange for the porting to take place at a specific time. The requirements on the Operators in this specification and the RMP system are not designed to support portings at specific times. Instead, in order to minimise costs, they are designed to allow Operators to handle portings as soon as possible but allowing for morning and afternoon batch working in normal working hours with staff allocated to other tasks at other times. Nevertheless, if there is reasonable cooperation between the Operators the system can be used to achieve portings at specific times whilst remaining within the requirements of this Process Specification.

When a Recipient Operator is asked to arrange a porting at a specific time, it should send the request 5 working days before that time and should tell the Donor Operator, using the message field on the Porting Request Form, the day and time for which the porting has been requested. If the Porting Request is sent after 09-30am on a working day, then the Donor Operator may respond immediately or at any time until 12-30pm on the next working day.

The Recipient Operator then has 5 working days in which to send the Instruction. If the Instruction is sent after 12-30pm on a working day, then the Donor Operator may respond

immediately or at any time until 5-00pm on the next working day. The Recipient Operator should send the Instruction at the time requested by the customer and ask the Donor Operator to respond immediately. The Recipient Operator may wish to remind the Donor Operator by telephone or email about the planned porting time.

13.3 Cancellation of Portings

After a porting request has been sent, there is no mechanism specifically to cancel the request if the Subscriber changes their mind. If the Subscriber changes their mind they should inform the Recipient Operator. If they attempt to ask the Donor Operator to cancel the porting for them the Donor Operator should refuse and tell the Subscriber to contact the Recipient Operator.

On receipt of a request from a Subscriber to cancel a porting before the Instruction has been sent, the Recipient should either:

- Take no further action, in which case the porting will be cancelled automatically 5 working days after the date and time when the Authorisation Response has been sent; or

- If the Donor has not yet accepted the porting, contact the Donor and ask them to refuse the porting with the reason "Refusal requested by Recipient".

A new porting request can be made after either the 5 working days have expired or the request has been refused.

The sending of the Instruction message marks a "point of no return" because the Instruction message acts as the trigger for the RMP System to send a message to other Operators that the number has been ported.

If after sending the Instruction message the Recipient Operator wishes to cancel the port (e.g. because the message has been sent prematurely before the number has been activated, or the Subscriber has asked for the process to be cancelled) it cannot do so. Instead it should complete the port as soon as possible. Then if the Subscriber wishes to return to the old Donor Operator the Subscriber should contact the old Donor Operator and port the number back.

If the Recipient Operator has issued the Instruction to the RMP system prematurely before activating the number on its network then it should inform the Subscriber and activate the number as soon as possible.

13.4 Internet Access and Accounts Involving Multiple Services

The process is based on the concept of the Subscriber appointing the Recipient Operator to act as an agent and close the Subscriber's account with the Donor Operator. In some cases, Subscribers may have multiple items on their account with the Donor and it is necessary to be clear about what should be closed and what should not.

The Porting Request Form allows the Subscriber to:

- indicate whether or not an Internet access service on the same line as the telephony service that uses the number that is being ported should be closed when the porting takes place; and

- indicate if all lines on a multi-line DID access should be closed.

The Porting Request Form does not address all situations and the Subscriber should provide additional written instructions to the Recipient who should forward them by email to the Donor Operator to ensure that the Subscriber's wishes are followed.

Annex 1 Porting Request Form

See separate file.

Annex 2: List of Messages

- Authorisation Request
- Authorisation Response
- Instruction
- Finalisation
- Update Onward Routing Request and Response
- Number Terminated

Annex 3: Response Codes

Annex 3.1 Codes for use in the Authorisation Response

00 - OK - Request accepted

01 (not used)

02 - Request rejected because the number to be ported is not a valid number for the Donor's network (ie is not within their allocated number range or is not a ported number served by them.

03 - A/c problem - Request rejected because in the case of a request for multiple number portings the numbers are not held under the same account. (used in multiple number portings only)

04 - Classification - Request rejected because the classification of the account does not match, eg a request is made under the pre-pay procedure for a post-pay account (used in single number portings only)

05 - Not all same type - Request rejected because the numbers are a mixture of pre-pay and post-pay (used in multiple number portings only)

06 (not used)

07 (not used)

08 - Request rejected because the account number given is incorrect

09 - Stolen or lost - Request rejected because phone is blocked as stolen or lost

10 - Bill problem - Request rejected because in the case of post-pay accounts, the Subscriber has a bill that has not been paid by the due payment date and is still unpaid. (used in single and multiple number portings)

11 - Special - Request rejected because the Subscriber is already subject to suspension of any service for reasons unrelated to payment (used in single and multiple number portings)

Annex 4: Operator codes

Operational ones are shown in bold

Prefix	Operator
9900	Reserved
9911	Reserved
9912	BDB Ltd
9913	**Bermuda Cablevision Limited**
9914	**Bermuda Digital Communications Ltd (CellOne)**
9915	Bermuda Land Development Company Limited
9916	**Bermuda Telephone Company Limited (BTC)**
9917	Brasil Telecom Subsea Cable Systems (Bermuda) Ltd
9918	Cable Co. Ltd
9919	Deltronics Limited
9920	Digital Mobile Television Limited
9921	Electronic Communications Limited
9922	FKB Net Ltd
9923	iTech (Bermuda) Limited
9924	LinkBermuda Ltd
9925	Logic Communications Ltd
9926	**Quantum Communications Limited**
9927	TeleBermuda International Limited
9928	**Telecommunications (Bermuda & West Indies) Limited (Digicel)**
9929	Telecommunications Networks Limited
9930	Transact Limited
9931	World on Wireless Limited